
IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: Infrastructure

Date: 11/20/2008

Time: 8:25 AM

Page 249 of

563

Agency IT Plan Contact Data

Jennifer Witham, Information Technology Services Director

Phone 328-2570

e-mail jwitham@nd.gov

Review of Agency's IT Architecture

DHS maintains the following major information systems to support its program operations and service delivery:

Medical Services:

being replaced in the 2007-2009 biennium - Websphere, Oracle

Medicaid Management Information System

Medicaid provides health care coverage for certain low-income individuals and families who fit into an eligibility group that is recognized by federal and state law. The primary function of the Medicaid Management Information System (MMIS) is the payment of Medicaid claims from healthcare providers for individuals that are enrolled in a Medicaid benefit plan. The MMIS does not determine financial eligibility. Once an individual or family is found to be Medicaid eligible, information is passed from the eligibility system to the MMIS and the beneficiary is “enrolled” into the appropriate benefit plan within the MMIS. The MMIS is composed of several sub-systems that support the following business processes and their associated functions: Beneficiary Management, Provider Management, Program Management (benefit administration and financial reporting), Payment/Operations Management (claims adjudication, pricing, prior authorizations/service limits, remittance advice, electronic funds transfer, coordination of benefits, third party liability, recoupment, mass adjustments, drug rebate, estate recovery), Care Management, and Program Integrity Management.

Pharmacy Point of Sale System

being replaced in the 2007-2009 biennium - Websphere, Oracle

Pharmacy POS included many of the functions also included in the MMIS specific to prescription drug claims.

Medicaid Decision Support System

being upgraded in the 2007-2009 biennium - proprietary infrastructure of Thomson-Reuters

The DSS is a specific business intelligence system for analysis of medical claim data.

Medicaid and Economic Assistance eligibility determination system(s):

requesting the replacement of these systems in 2009-2011 biennium (architecture is identified by system)

Vision

Allfusion Gen, DB2

This system determines eligibility and benefit levels for the Temporary Assistance for Needy Families (TANF) and determines eligibility for Medicaid for all children and family coverage groups.

TECS (Technical Eligibility Computer System)

COBOL/CICS, various DB

Information system for determining client and case eligibility for Food Stamps and Medicaid Aged, Blind and Disabled. coverage groups. TANF (interfaced through Vision) and

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: Infrastructure

Date: 11/20/2008

Time: 8:25 AM

Page 250 of

563

Food Stamps benefit payment is generated from this system.

LIHEAP (Low Income Heating Assistance Program)

Natural, ADABAS

This system is designed to keep track of client and vendor (utilities, heating oil suppliers, etc.) records and determine appropriate benefits for those eligible for low income heating assistance. It calculates benefit levels, tracks amounts paid to vendors, maintains statistical information on clients and provides reports and notices.

Child Care Assistance

Natural, ADABAS

this system is designed to enter information for payments for child care recipients on a monthly basis.

Child Support:

FACSES (Fully Automated Child Support Enforcement System)

Natural, Adabas

FASSES is designed to be used by State Child Support and Clerks of Court to maintain and manage child support enforcement activities such as establishment of paternity, court order establishment and enforcement, locate and new hire reporting. It maintains financial records pertaining to the accrual of support obligations, collection and receipt support and is designed to distribute all support collected according to existing distribution laws.

Children and Family Services

replacement of the user interface and integration of the cross-system workflow is being replaced in the 2007-2009 biennium

Child Abuse and Neglect

COBOL, flat file DB

This system is used to collect data on Child Abuse and Neglect assessments, assessments terminated in progress, and administrative referrals. The data is used for program reporting and county reimbursement.

Single Point of Care

Websphere, DB2

This system manages in home treatment services and case management functions.

CCWIPS (Comprehensive Child Welfare Information Processing System)

Natural, ADABAS

CCWIPS is a statewide case management system for the foster care and adoption programs. It supports day to day functionality that foster care social workers and regional supervisors follow in working with foster children. The Adoption module is used at the state office for all cases administered by licensed child placing agencies. CCWIPS generates all payments for foster care and subsidized adoption.

Mental Health and Substance Abuse

ROAP (Regional Office Automation Program)

proprietary infrastructure of Creative SocioMedics

The ROAP system consists of the patient accounting and case management functions required to support the operations of the eight regional DHS Human Service Centers.

Developmental Disabilities

ASSIST (Achieving Support Systems)

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: Infrastructure

Date: 11/20/2008

Time: 8:25 AM

Page 251 of

563

Allfusion Gen, DB2

ASSIST supports integrated case management services for developmentally disabled clients.

Vocational Rehabilitation

VRIS (Vocational REhabilitation Information System)

Natural, ADABAS

VRIS tracks client demographics, plan of employment, services provided, payments for services, and provider demographics.

Disability Determination Services

Versa

proprietary infrastructure

The Versa System is a complete case processing system supports for the determination of disability services.

Planned Infrastructure Activities and Changes

The primary functions of Information Technology Services are maintaining existing systems and implementing new and/or replacement systems. In order to excel in both of these areas, several competencies need to exist within the IT organization: knowledge of the business architecture (i.e. practices and policies) and knowledge of the IT tools used to support these systems (i.e. information and technical architectures).

Because technology innovation is a constant, it is imperative that IT staff be aware of technology shifts that will impact current and future systems. This IT planning function is not just about the newly available tools and their benefits, but also – and more importantly – how to best apply these tools to unmet needs with the business.

The current *process* of “IT Planning” is principally what this strategic IT plan is intended to represent. The arrows in the diagram are meant to depict the fluidity of these interdependent processes. The following list of initiatives and goals represents the major activities that exist in each of these areas for the next 1-3 years.

IT Planning

Design of the Enterprise Data Warehouse and Business Intelligence tools- plan for its continued utility in replacing current programmatic report and data analysis needs.

Master Client Index – plan for how to extend the use of this product to the applications that were not included in the ES100000 file. Additionally, there is a tremendous opportunities to integrate with our key “trading partners” they we exchange data with today for client support. This aligns with JoAnne Hoesel’s interest with “data linking”.

Eligibility determination functions/systems need to be analyzed for potential replacement and/or upgrading.

System support for the operating environment for Child Support needs to be defined in relation to the intent of ITD to phase out the current mainframe server.

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: Infrastructure

Date: 11/20/2008

Time: 8:25 AM

Page 252 of

563

Interoperability opportunities continue to grow and become standardized. As these protocols are adopted by the health industry for data exchange, it is imperative that we understand how to incorporate these opportunities into our system replacement initiatives.

Electronic Document Management Services (EDMS) is extensive in its provision for increased efficiencies. Beyond scanning of records and their subsequent retrieval, EDMS can provide for forms automation and workflow management. When one thinks of information technology services, it usually is limited to desktop software or specific application systems in which they interact. EDMS provides for ways to manage everything that crosses your desk on a daily basis and how to automatic the work processes that each of us engage in that don't neatly fall into either of the other two categories. Based on the "balanced score card" approach, the Information Technology Services Division intends to continue to focus on the following strategic goals:

Customer Service

- ☐ Application Support
 - o Development of Business Analyst function
 - ☐ Emphasis on understanding business processes
 - o Implementation of integrated system design in all strategic procurements
 - ☐ Emphasis on data sharing and reusability of components
 - o Increased alignment with system support in other divisions:
 - ☐ Economic Assistance (SSD staff)
 - ☐ Child Support (Lila Drucker/staff)
 - ☐ Medical Services (Mark Gudmanson/staff)
 - ☐ Child Welfare (Paula Weston)
 - ☐ Aging (Scott Hague)
 - o Increased alignment with Research Division
 - ☐ Data stewardship / data quality
 - ☐ Reporting (Business Intelligence functions)
 - ☐ Data Warehousing
 - ☐ Master Client Index
- ☐ System Support Services
 - o Assist with defining appropriate use of document management services and tools
 - o Help Desk implementation
 - ☐ Continued roll-out in Central Office and State Hospital
 - o Training Services
 - ☐ Increased emphasis on providing outreach to users within existing staffing levels
 - ☐ Planned "lunch and learns" type seminars using internal and external subject matter experts (1 hour max)
 - o Microsoft Access services and support
 - ☐ Transition where appropriate to new tools (Cognos, Oracle)

Internal Efficiencies

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: Infrastructure

Date: 11/20/2008

Time: 8:25 AM

Page 253 of

563

- ☐ Implement time management/resource management tools where appropriate
- ☐ Increase controls and processes related to security management
 - ☐ Implementation of security assignment database
 - ☐ Redesign security request process
- ☐ Use result measurements from ITD help desk statistics to target problem areas in desk top support for central office (training opportunities for department staff)
 - ☐ Continue to market the use of this tool for all end user issues/problems

Fiscal Stewardship

- ☐ Ensure all staff understand how to account for the their areas of responsibility as it relates to divisional expenditures
 - ☐ How to use reports produced by Fiscal Services
 - ☐ Procurement training for all appropriate personnel
 - ☐ Enforcement of policies regarding timely and accurate submission of invoices and contract payment requests
 - ☐ Trend analysis on ITD billing in order to provide accurate cash flow estimations
- ☐ Move toward a more engaged oversight of software development requests (business analyst and system architecture functions)

Learning and Growth

- ☐ Application Support
 - ☐ Focus on staff growth and development in the areas of business analysis and system design
 - ☐ Emphasis need to understand business processes and strategic goals of the areas they support
 - ☐ Provide opportunities for staff to attend national conferences and training sessions that will help them to gain insight into the policies that drive the area they are supporting
 - ☐ Expectation to seek out material that is available online and within the repositories available within the department
- ☐ System Support
 - ☐ Provide opportunities for desktop support staff to stay current on software they support (Microsoft, anti-virus, etc.)
 - ☐ Better define what services we are capable of providing with current staff in the area of Electronic Document Management Services
 - ☐ Reasonable expectations for existing staff and appropriate training for that targeted level of service
 - ☐ Define services that we will need to rely on ITD
 - ☐ Define how growth in the “records management” function will complement and support the services these service offerings
 - ☐ Define expectations of Security role
 - ☐ Current position will continue to be focused on operational support of security process
 - ☐ Understand how security management is changing with new architectures
- ☐ All areas
 - ☐ Focus on the strengths within individuals and whenever possible assign responsibilities that align with those strengths

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: Infrastructure

Date: 11/20/2008

Time: 8:25 AM

Page 254 of

563

1. If applicable, describe the reason for any extraordinary increase or decrease in your infrastructure costs.

Overall increase in ITD Service costs are due to: hosting fee for new MMIS system, additional systems administration labor costs, and increased CPU utilization on the mainframe for Economic Assistance (Vision) and Child Support (FASCES), increase in software development rates and new technology fee. (continued on Narrative under Asset Management Plan.

2. Total number of desktop computers: 1,650
Number of desktops for which you are requesting replacement funding: 795
Average replacement cost/desktop: 550

3. Total number of laptop computers: 200
Number of laptops for which you are requesting replacement funding: 107
Average replacement cost/laptop: 1,464

What state planning region are these desktop/laptop computers located?

Region 1	75	2	140	3	85	4	325	5	200	6	375	7	550	8	100
----------	----	---	-----	---	----	---	-----	---	-----	---	-----	---	-----	---	-----

4. What percentage of these pcs are running the following operating systems:

(total should be equal to 100%)

Open Source OS	0 %
MAC OS	0 %
Windows Vista	0 %
Windows XP	95 %
Other	5 %

5. What additional expenditures are being paid out of non-appropriated funds? 0

Please explain:

IT Asset Management Plan

Activities Request/Planned for 2009-2011

System Replacement Projects

- ☐ Replacement of eligibility determinations systems (Vision, TECS, LIHEAP and Child Care)
- ☐ Re-architect Developmental Disability system (ASSIST)

Asset Management

- ☐ Continue 4-year replacement cycle for desktop systems
- ☐ Replacement of network printer as needed (6 year cycle), scanners and monitors
- ☐ Relicensing of desktop software as required

□□□□□□□□□□□□□□□□ enhancements and modifications

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: Infrastructure

Date: 11/20/2008

Time: 8:25 AM

Page 256 of

563

		CURRENT APPROPRIATION	BUDGET REQUEST	OPTIONAL ADJUSTMENTS	REQUEST PLUS OPTIONALS	SUBSEQUENT BIENNIUM
IT5110	SALARIES - PERMANENT	\$2,856,262	\$3,049,186	\$0	\$3,049,186	\$3,049,186
IT5130	TEMP SALARIES	\$278,172	\$353,520	\$0	\$353,520	\$353,520
IT5140	OVERTIME	\$0	\$75,000	\$0	\$75,000	\$75,000
IT5160	FRINGE BENEFITS	\$1,081,367	\$1,139,412	\$0	\$1,139,412	\$1,139,412
IT5310	IT SOFTWARE AND SUPPLIES	\$384,730	\$418,591	\$0	\$418,591	\$418,591
IT5510	IT EQUIPMENT UNDER \$5000	\$1,192,617	\$804,561	\$0	\$804,561	\$804,561
IT6010	IT DATA PROCESSING	\$33,164,858	\$27,661,713	\$0	\$27,661,713	\$27,661,713
IT6020	IT COMMUNICATIONS	\$2,405,741	\$2,461,975	\$0	\$2,461,975	\$2,461,975
IT6030	IT CONTRACT SERVICES & REPAIRS	\$40,774,110	\$12,253,505	\$0	\$12,253,505	\$12,253,505
	Total Budget:	\$82,137,857	\$48,217,463	\$0	\$48,217,463	\$48,217,463
001	STATE GENERAL FUND	\$19,295,069	\$20,088,253	\$0	\$20,088,253	\$20,088,253
360	HUMAN SERVICES DEPARTMENT FUND 360	\$4,337,340	\$1,895,784	\$0	\$1,895,784	\$1,895,784
432	PERMANENT OIL TAX TRUST FUND	\$20,775	\$0	\$0	\$0	\$0
F100	FOOD AND NUTRITION SERVICES	\$47,233	\$35,052		\$35,052	\$35,052
F110	SOCIAL SERVICE BLOCK GRANT	\$4	\$0	\$0	\$0	\$0
F120	TEMPORARY ASST FOR NEEDY FAMILIES	\$76,631	\$87,729		\$87,729	\$87,729
F130	CHILD SUPPORT	\$208,755	\$346,283	\$0	\$346,283	\$346,283
F140	CHILD CARE	\$6,308	\$31,399	\$0	\$31,399	\$31,399
F150	LOW INCOME HEATING & ENERGY ASST	\$11,480	\$218,861	\$0	\$218,861	\$218,861
F200	AGING SERVICES	\$10,650	\$7,858	\$0	\$7,858	\$7,858
F300	DISABILITY SERVICES	\$40,572	\$177,778	\$0	\$177,778	\$177,778
F400	MENTAL HEALTH AND SUBSTANCE ABUSE	\$6,679	\$7,832	\$0	\$7,832	\$7,832
F500	CHILD WELFARE	\$8,400	\$48,013	\$0	\$48,013	\$48,013
F600	REFUGEE	\$540	\$934	\$0	\$934	\$934
F700	MEDICAID	\$687,302	\$411,849		\$411,849	\$411,849
F800	STATE CHILDRENS HEALTH INSUR PROG	\$8,430	\$7,820	\$0	\$7,820	\$7,820
FED1	IT FEDERAL FUNDS	\$57,371,689	\$24,852,018	\$0	\$24,852,018	\$24,852,018
	Total Funding:	\$82,137,857	\$48,217,463	\$0	\$48,217,463	\$48,217,463

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: 1 Replace Eligibility Determination System(s)

Date: 11/20/2008

Time: 8:25 AM

Page 257 of

563

Agency Priority - 1

Project Type: Application replacement

Age of Current Application: 25

Project description

See attached Narrative.

Briefly describe the business need or problem driving the proposed project.

See attached Narrative.

Describe how the project is consistent with the organizations mission.

The North Dakota Department of Human Services' mission is to provide quality, efficient and effective human services, which improve the lives of people: leveraging the investment in the legacy systems through re-architecting into a modern platform will result in improved maintainability, reduced costs and increased usability, productivity and responsiveness of the IT organization to the business; the appropriate and consistent management of electronic records.

Describe the anticipated benefits of the project and who will derive the benefits.

See attached Narrative.

Describe the impact of not implementing the project.

See attached Narrative.

Identify any risks associated with implementing this project and explain how the risks will be mitigated.

See attached Narrative.

Describe the additional costs?

DHS staff time. This does not represent new FTEs.

Enter any additional costs for the project that are not included in IT Object Codes used in the Project Cost Screen?

Additional Costs? - \$1,045,200

Optional Project Costs - \$0

Total Project Cost? - \$19,542,200

Tot Proj Costs + Optionals - \$19,542,200

What additional expenditures are being paid out of non-appropriated funds?

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: 1 Replace Eligibility Determination System(s)

Date: 11/20/2008

Time: 8:25 AM

Page 258 of

563

N/A

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: 1 Replace Eligibility Determination System(s)

Date: 11/20/2008

Time: 8:25 AM

Page 259 of

563

		CURRENT APPROPRIATION	BUDGET REQUEST	OPTIONAL ADJUSTMENTS	REQUEST PLUS OPTIONALS	SUBSEQUENT BIENNIUM
IT5110	SALARIES - PERMANENT	\$0	\$0	\$96,888	\$96,888	\$0
IT5160	FRINGE BENEFITS	\$0	\$0	\$32,588	\$32,588	\$0
IT5510	IT EQUIPMENT UNDER \$5000	\$0	\$0	\$800	\$800	\$0
IT6010	IT DATA PROCESSING	\$0	\$0	\$18,501,044	\$18,501,044	\$8,600,000
IT6020	IT COMMUNICATIONS	\$0	\$0	\$960	\$960	\$0
Total Budget:		\$0	\$0	\$18,632,280	\$18,632,280	\$8,600,000
001	STATE GENERAL FUND	\$0	\$0	\$9,316,140	\$9,316,140	\$4,300,000
F100	FOOD AND NUTRITION SERVICES	\$0	\$0	\$3,733,601	\$3,733,601	\$1,723,298
F120	TEMPORARY ASST FOR NEEDY FAMILIES	\$0	\$0	\$950,378	\$950,378	\$438,661
F700	MEDICAID	\$0	\$0	\$4,632,161	\$4,632,161	\$2,138,041
Total Funding:		\$0	\$0	\$18,632,280	\$18,632,280	\$8,600,000

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: 2 IT costs for Optnl Adj FTEs

Date: 11/20/2008

Time: 8:25 AM

Page 260 of

563

Agency Priority - 2

Project Type: New initiative

Project description

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

Briefly describe the business need or problem driving the proposed project.

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

Describe how the project is consistent with the organizations mission.

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

Describe the anticipated benefits of the project and who will derive the benefits.

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

Describe the impact of not implementing the project.

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

Identify any risks associated with implementing this project and explain how the risks will be mitigated.

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

Describe the additional costs?

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

Enter any additional costs for the project that are not included in IT Object Codes used in the Project Cost Screen?

Additional Costs? - \$0

Optional Project Costs - \$0

Total Project Cost? - \$0

Tot Proj Costs + Optionals - \$0

What additional expenditures are being paid out of non-appropriated funds?

IT costs for FTEs related to Global Behavioral Health OAR and Expansion and Enhancement OARs

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: 2 IT costs for Optnl Adj FTEs

Date: 11/20/2008

Time: 8:25 AM

Page 261 of

563

IT Plan – Agency Submitted

325 DEPARTMENT OF HUMAN SERVICES

Version: 2009-B-01-00325

Project: 2 IT costs for Optnl Adj FTEs

Date: 11/20/2008

Time: 8:25 AM

Page 262 of

563

		CURRENT APPROPRIATION	BUDGET REQUEST	OPTIONAL ADJUSTMENTS	REQUEST PLUS OPTIONALS	SUBSEQUENT BIENNIUM
IT5510	IT EQUIPMENT UNDER \$5000	\$0	\$0	\$9,050	\$9,050	\$9,050
IT6010	IT DATA PROCESSING	\$0	\$0	\$8,184	\$8,184	\$8,184
IT6020	IT COMMUNICATIONS	\$0	\$0	\$13,078	\$13,078	\$13,078
	Total Budget:	\$0	\$0	\$30,312	\$30,312	\$30,312
001	STATE GENERAL FUND	\$0	\$0	\$5,768	\$5,768	\$5,768
360	HUMAN SERVICES DEPARTMENT FUND 360	\$0	\$0	\$25	\$25	\$25
FED1	IT FEDERAL FUNDS	\$0	\$0	\$24,519	\$24,519	\$24,519
	Total Funding:	\$0	\$0	\$30,312	\$30,312	\$30,312